

| Type of Factor | Factor | Examples |
|--|-----------------------------------|---|
| Environmental (everything surrounding the client) | Environment | Everything surrounding the nurse-client interaction: physical setting/location, like temperature of the space, privacy, presence of others, lighting, noise, odors; emotional atmosphere, like accepting, supportive, nurturing versus judgmental, hostile, frightening |
| | Client observation | Assessment data, expressed symptoms |
| | Resources | Equipment, supplies, levels, and numbers of staff and support services |
| | Medical records | Electronic access, history, recent events |
| | Consequences and risks | Potential for violence, danger, infection, adverse reactions, medical errors, falls, potential outcomes |
| | Time pressure | Rapid developments, workload, schedules |
| | Task complexity | Components of care, steps in a procedure or process, knowledge/assistance required |
| | Cultural considerations | Age, belief systems, traditions, client's social structure |
| Individual (the nurse) | Knowledge | What is understood about the client's situation |
| | Skills | Technical and cognitive proficiency as result of teaching and training |
| | Specialty | Clinical certification, practice in defined nursing fields |
| | Candidate (nurse) characteristics | Patience, flexibility, motivation, confidence versus anxiety, rigidity, reluctance, self-doubt |
| | Prior experience | Applicable to current demands |
| | Level of experience | Entry-level, competent, expert |

Table 28.1 Layer 4 of the CJMM